

TECHNOLOGY SERVICES DIRECTOR

(Unclassified)

DEFINITION

Provides Direction to City departments with the planning, assessment, and implementation of information technology. Responsible for the development of the City's overall information systems strategy; coordinates citywide information systems planning and oversees the implementation of short and long-range plans. Coordinates the City's acquisition of new and replacement hardware and software.

DISTINGUISHING CHARACTERISTICS

The Technology Services Director is a single-position classification in the City Manager's Office. The position consults with department heads and other departmental representatives to research, analyze, and define information processing needs, as well as develop plans to meet the City's short-term and long-term information technology strategies.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant City Manager.

Directs a staff of management, professional, technical and clerical employees and works closely with a variety of managers responsible for department-wide info systems management.

ESSENTIAL DUTIES

1. Directs the development and implementation of City-wide and departmental goals with regard to technology acquisition, implementation and maintenance.
2. Develops specific short – and long-range plans for information technology, which involves facilitating discussions with City management regarding current and anticipated information services requirements, application development and acquisition, and enhancement requests.
3. Conducts studies and analyses and makes recommendations to the City Manager and department heads on technology systems.

4. Provides for overview of all technology-related budget items to ensure economies of scale and prevention of redundancy and duplication of effort.
5. Establishes standards and practices for standardization of hardware and software products to assure system integrity and minimize maintenance and operation costs.
6. Develops system selection, development, implementation, operation and maintenance protocols, including activity plans, schedules and resource requirements.
7. Formulates plans and recommendations for major operational changes within the department to meet technological changes in the field of data processing and voice communications.
8. Builds consensus among Department heads and end users on cost-effective information systems.
9. Serves as primary contact with information systems vendors, contractors and consultants, including administration of complex information systems contracts.
10. Advocates change and educates City management and employees on the needs for up-to-date information technology, staff and equipment to accomplish the missions and purposes of the City.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- A. State of the art computer hardware and software systems
- B. Mainframe, client-server, and personal computer uses and applications.
- C. Current trends in the computer industry.
- D. Systems analysis and design.
- E. Business and governmental operations.

Ability to:

- F. Translate technology issues for non-technical solutions.
- G. Understand business needs and apply appropriate technology solutions.

- H. Communicate effectively both orally and in writing with City management and City Council.
- I. Serve as liaison between City management, City departments and IS staff.

EDUCATION AND EXPERIENCE

Experience: Six years of responsible management experience in information systems management, and three years of supervisory experience.

Education: Bachelor's degree from an accredited college or university in computer sciences, information systems management, business administration, telecommunications management, electrical engineering or a related field. Possession of a Master's Degree is highly desirable.

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AAP GROUP: 1

FLSA STATUS: Exempt

FPPC STATUS: Designated